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Behind the Scenes

Executive Director's Report

Access provides ADA paratransit services on behalf of 45 member agencies who range in size from Metro to cities who have a single fixed-route bus line. We are always open to meeting with our Member Agencies in person to discuss Access issues and the services we provide to communities in Los Angeles County. We find these meetings are helpful to both Access staff and to our Member Agencies in order to understand local priorities and also the local transit resources that may be useful to our customers.

Sometimes these meetings lead to innovative collaborations. For example, our meetings with the Antelope Valley Transportation Authority (AVTA) led us to locate our Antelope Valley eligibility center at AVTA's transit facility. This partnership will provide applicants with the unique opportunity to learn about both Access and the convenience offered by AVTA's transit services. Even better, Access (and by extension our region) will be saving over \$30,000 annually on facility costs.

To schedule a meeting, please contact me at 213-270-6000. Have a great summer!

Andre Colaiace
Executive Director

Access visits OCTA-Access

Just to the south of Los Angeles County, the Orange County Transportation Authority (OCTA) operates its own ADA complementary paratransit system: OCTA-Access. In recent years, OCTA-Access has introduced a variety of mobility services to seniors and persons with disabilities in Orange County, which provide greater mobility options for paratransit customers.



I recently visited with staff from OCTA to learn about some of the unique mobility projects that OCTA has introduced.

Among some of the improvements that OCTA has introduced for its customers are smart-phone features similar to Access' Where's My Ride app as well as a successful smart-phone application that allows on-line trip booking. (Access intends to test a similar type of application later this year for its own customers.)

Among some of the more unique projects that have increased mobility throughout Orange County are six square-mile zones for micro transit shuttles in County areas where there is limited fixed route service. Also OCTA introduced an "EZ-Wallet" feature in which riders can pay for their paratransit trips through a smart-phone application, providing a choice beyond cash, credit and coupon payment options.

OCTA has long been an innovator in the area of mobility and Access is grateful for their willingness to share their successes.

Eric J. Haack
Strategic Planner

Access hosts maintenance training

Access recently hosted a three day instructional training session for Access and its service provider mechanics. Partnering with Los Angeles Trade Technical College (LATTC), this training helped bring our service provider mechanics together in a classroom setting. The first half of each class was lecture-based, while the second half was focused on applying the concepts learned with hands-on training.

The Electric and Electronic Systems Training class covered a variety of topics, such as how to properly read schematics, and the process of diagnosing and troubleshooting vehicles. An Access 2011 Dodge minivan, the most common vehicle in the Access fleet, was used for the training. The course also provided instruction on how to properly use a multi-meter, which is a tool used to read ohms, voltage, DC electricity, AC electricity and other fundamental electronic functions.



I had the opportunity to speak to each of the mechanics about the class and they all said the instructor, Mr. Carlos Rojas, was informative and they found the class to be beneficial. They expressed interest in attending future classes.

Tamika Arana
Fleet Maintenance Analyst

Harnessing Autonomous Vehicle Technology: WTS Breakfast



The Los Angeles chapter of the Women's Transportation Seminar (WTS) recently hosted a morning event at the Biltmore Hotel in Downtown Los Angeles with a panel of experts who are each actively involved in studying autonomous vehicles and the impact that this technology will have on cities in the years to come. Andre Colaiace, Executive Director; Bill Tsuei, Director of Information Technology; Alvina Narayan, Manager of Training and Compliance and I attended what was a very informative panel meeting.

The panelists included Seleta Reynolds, the General Manager of LADOT, and senior representatives from the private corporations of AECOM, Intelight, Inc., and Cruise Automation. Each of the panelists shared their unique insight on their experience with this rapidly evolving technology.

The representatives from AECOM, Intelight and Cruise Automation spoke about recent advances in the area of automated vehicle technology and the expectation that autonomous vehicles may be expected to be operating on streets in large numbers by the middle of the next decade. Ms. Reynolds spoke about efforts that are underway in the City of Los Angeles, which is updating its policies and rules to help integrate technology that will support autonomous vehicles, and to reduce any disruption autonomous vehicles could bring.

Access is currently exploring the possibility of federal grant funding opportunities to launch a pilot deploying an accessible autonomous shuttle between the West Los Angeles Veterans' Administration hospital and Metro's Expo Line. This panel provided valuable information to assist in this effort.

Eric J. Haack
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Rider Commendations

"I would like to file a smile for the good transportation I have been receiving from Access. Your service has changed my lifestyle and has given me independence. I would especially like to compliment my cab driver, who brought me home. He was extremely polite, helpful, attentive and a skillful driver. Thanks Access for providing this great service to me."

Rhya Turovsky
Rider since September 2015

"I would like to file a smile for a reservationist from the southern region. She was courteous, helpful, and very knowledgeable. When booking my trips to Disneyland, the driver always goes to the wrong pickup location. This time the reservationist made sure to include a notation in my file so that the driver would pick me up in the proper area."

Ronald Marr
Rider since August 2013

Access attends Disabled Resources Center Annual Dinner

On Thursday June 21, Access staff and Boardmembers attended the Long Beach Disabled Resources Center's (DRC) Annual Awards Dinner.



Access Board member Dolores Nason (center) with Access staff.

At the event, DRC honored outstanding individuals and organizations in the community. Ms. Deaka McClain was honored with the Jerry Stein Independent Living Award. City of Long Beach Mayor and Metro Boardmember, Dr. Robert Garcia, was honored with the Civic Leadership Award. The Aquarium of the Pacific received the award for Community Service. DRC's Volunteer of the Year award went to Ms. Betty Cruz and Dane Collins received the Outstanding Military Veteran Scholarship.

Since 1976, the Disabled Resources Center has provided valuable services to residents of Long Beach and the surrounding cities. Some of the services provided by DRC include: peer support, independent living skills, use of assistive technology, personal assistance, community outreach and systems change advocacy. The services provided by the DRC are considered "keys to independence".

In the last year the DRC has provided services to over 15,000 individuals who could not otherwise obtain assistance; provided information and referrals to 2,275 individuals; reached 12,032 individuals through 666 outreach activities; and hosted 445 workshops that served over 3,670 individuals.

Louis Burns
Community Liaison